

ARIZONA CORPORATION COMMISSION
RECEIVED
UTILITY COMPLAINT FORM

47CO

Investigator: John La Porta**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

2006 SEP 26 TP 3:35

AZ CORP COMMISSION
DOCUMENT CONTROL**Opinion No.** 2006 - 55516**Date:** 9/26/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Kris

Fiori-Antijunti

Account Name: Kris Fiori-Antijunti**Home:** [REDACTED]**Street:** N/A**Work:** (000) 000-0000**City:** N/A**CBR:****State:** N/A Zip: N/A**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** For assignment**Contact Phone:** (602) 000-0000**Nature of Complaint:**

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

Arizona Corporation Commission

DOCKETED

SEP 26 2006

From: [REDACTED]
Sent: Thursday, September 21, 2006 9:01 PM
To: Utilities Div - Mailbox**Subject:** APS

DOCKETED BY

NR

Unfortunately, I'm sure you have plenty of these emails and/or phone calls.

My husband and I are APS customers. Last year our monthly average was \$127. Then after a rate hike, it went to \$148, then \$159 and now I just received an email that it was going to go to \$168. (That's a \$41 difference per month.) We are on the before 9 a.m., after 9 p.m., and weekend program. We spent \$750 to put sun screens on the house this summer and the rate just keeps climbing. Is there an end in site?

I called APS and spoke with a very nice lady. She told me there had been a rate hike, which I was aware of because of what was in the newspapers. She also explained the PSA (Power Supply Adjustment) surcharge that APS was allowed to add to our bills because they have a \$200 million debt. Are we paying for the improper maintenance of the equipment that caused fire damage or natural disasters in other parts of the country? Are we being charged so much so they can pay some of their people \$100 per hour for working on holidays?

My wages are not going up to match these kinds of increases. I've heard from others that these rates were not all approved and that APS will have to send out refunds. Is that true?

Thank you for taking the time to read my email and for any information you can pass on concerning these rates.

Thanks again,
Kris Fiori-Antijunti

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End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

09/22/06-I e-mailed the customer advising her that I received her e-mail and asked if she would call me back regarding her e-mail.

09/26/06-Customer did call me back today. We discussed her e-mail. I told her that the APS told her correctly about the rate increase and PSA. I told her that APS can not charge customers for damages due to natural disasters in other parts of the country. I told her that I was not sure what employees of the company are paid for working on holidays.

I thanked her for e-mail to the Commission and told her that I would make her e-mail part of the official record and a copy placed in the APS rate case docket. E-01345A-05-0816. CLOSED.

End of Comments

Date Completed: 9/26/2006

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